

## **Mental Health Call Minutes**

11/20/2014

19-2524 Update
<ul style="list-style-type: none"><li>• No update; this will be removed from standing agenda.</li></ul>
PASRR Update
<ul style="list-style-type: none"><li>• No update; this will be removed from standing agenda.</li></ul>
eRMTS Update
<ul style="list-style-type: none"><li>• Kym Schreiber will be reviewing the participants and coordinators lists and be asking for everyone to update each. Coordinators can start now by reviewing their participants in eRMTS and making sure all staff who should be participating is in the system to receive surveys.</li></ul>
Policy Update
<ul style="list-style-type: none"><li>• Casey Moyer – CQI policy has many revisions and will be posted on the SharePoint site later today.</li><li>• Ross Edmunds will be signing new policies and those will be posted as soon as possible.</li><li>• Casey spoke about outpatient commitment policy. Gina Westcott asked about Outpatient program enrollment. Casey said to fill in comments section of the program enrollment. An SSRS report can be run based on program enrollment and filtered by comments.</li><li>• Sally Bryan had a question about fee determination – how to determine at 100%. Casey said any value that makes it 100% or above will be okay. Region 5 staff are concerned with entering false data in the system. Casey will check with Jamie – could ask FEi for an override but could cost money and take time to build. A client's refusal should be documented and clinician could add the discrepancy in the entry in a note.</li></ul>
WITS Release Notes
<ul style="list-style-type: none"><li>• No new releases to discuss.</li></ul>
Billing
<ul style="list-style-type: none"><li>• Sue Wherry will now be the Mental Health Billing contact at central office.</li><li>• Robert Willingham will send out billing reports to the regions for July-October billing by the end of this month.</li></ul>
Client Access Categories
<ul style="list-style-type: none"><li>• If a user needs Access Denied, it must be marked on the WITS Security form, and indicate which of the Access Denied categories is being</li></ul>

<p>requested. Kym reviewed the form and where to enter this information.</p> <ul style="list-style-type: none"> <li>• Kym reviewed the access categories under staff profiles in WITS. Sally asked when this would be added. This is added to staff that would need access to any case that has been locked in WITS, typically the Program Managers. Sally asked about the client's record having "Access Denied". Kym reviewed that the client record can be "locked" and this happens in high profile cases or when the client is a family member of any staff of the Department.</li> <li>• Central Office will be conducting quarterly reviews of client and staff under these categories. The first review is happening now and Program Managers will receive an email regarding this by the end of the week.</li> </ul>
<p>LANDesk</p> <ul style="list-style-type: none"> <li>• Kym asked everyone to remind staff to submit issues by calling or emailing the WITS Help Desk and not LANDesk. Support Tickets can still be entered as usual.</li> </ul>
<p>DE/Disposition Applications</p> <ul style="list-style-type: none"> <li>• The address listed on the application should be the applicant's home address. Entering the applicant's work address can cause issues if they no longer work for the Department upon renewal or revocation.</li> </ul>
<p>CAFAS/PECFAS access</p> <ul style="list-style-type: none"> <li>• Kym reminded everyone that the certificate has to be entered onto the staff profile by the regions prior to FAS access being granted by the WITS Help Desk. Also, please contact the WITS Help Desk for obtaining access to FAS for staff members, do not contact Casey Moyer.</li> </ul>
<p>Enterprise Mode</p> <ul style="list-style-type: none"> <li>• Kym review what Enterprise Mode looks like and how to turn it off. She also reminded staff to contact the WITS Help Desk and not IT regarding this issue. This may be a problem for new staff and for staff on new computers and may have to be turned off more than once.</li> <li>• Guidance has been put on the wits.idaho.gov website for Mental Health, and can be found by following this link:  <a href="http://wits.idaho.gov/Portals/73/Documents/mentalHealth/DisablingEnterpriseModeInternetExplorer11.pdf">http://wits.idaho.gov/Portals/73/Documents/mentalHealth/DisablingEnterpriseModeInternetExplorer11.pdf</a></li> </ul>
<p>Clinical Dashboard</p> <ul style="list-style-type: none"> <li>• Kym reviewed the changes coming to the Clinical Dashboard through FEI's requirements documentation. The changes include the feedback list as well everyone listed on the treatment team will now be able to see the client on their dashboard.</li> </ul>

Trainings
• Kym asked if any region would like WITS trainings or RWAs would like more specific trainings regarding SSRS or Support Tickets, please notify the Help Desk and we would be happy to schedule these.
Other
• No other topics were brought up during the meeting.






Follow-up Items

- Casey Moyer will give the regions more info regarding setting the fee determination at 100%.